

Fig. 1

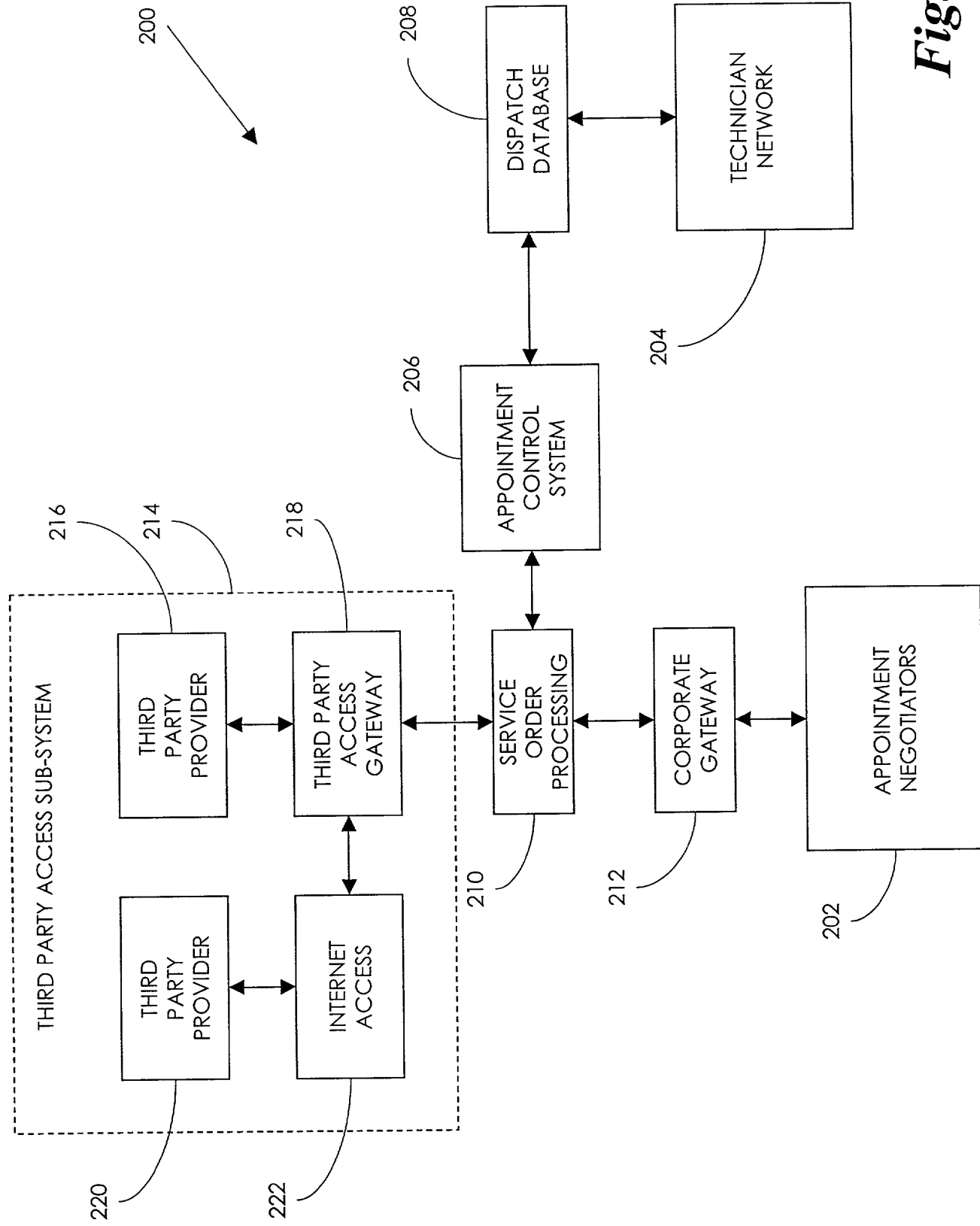


Fig. 2

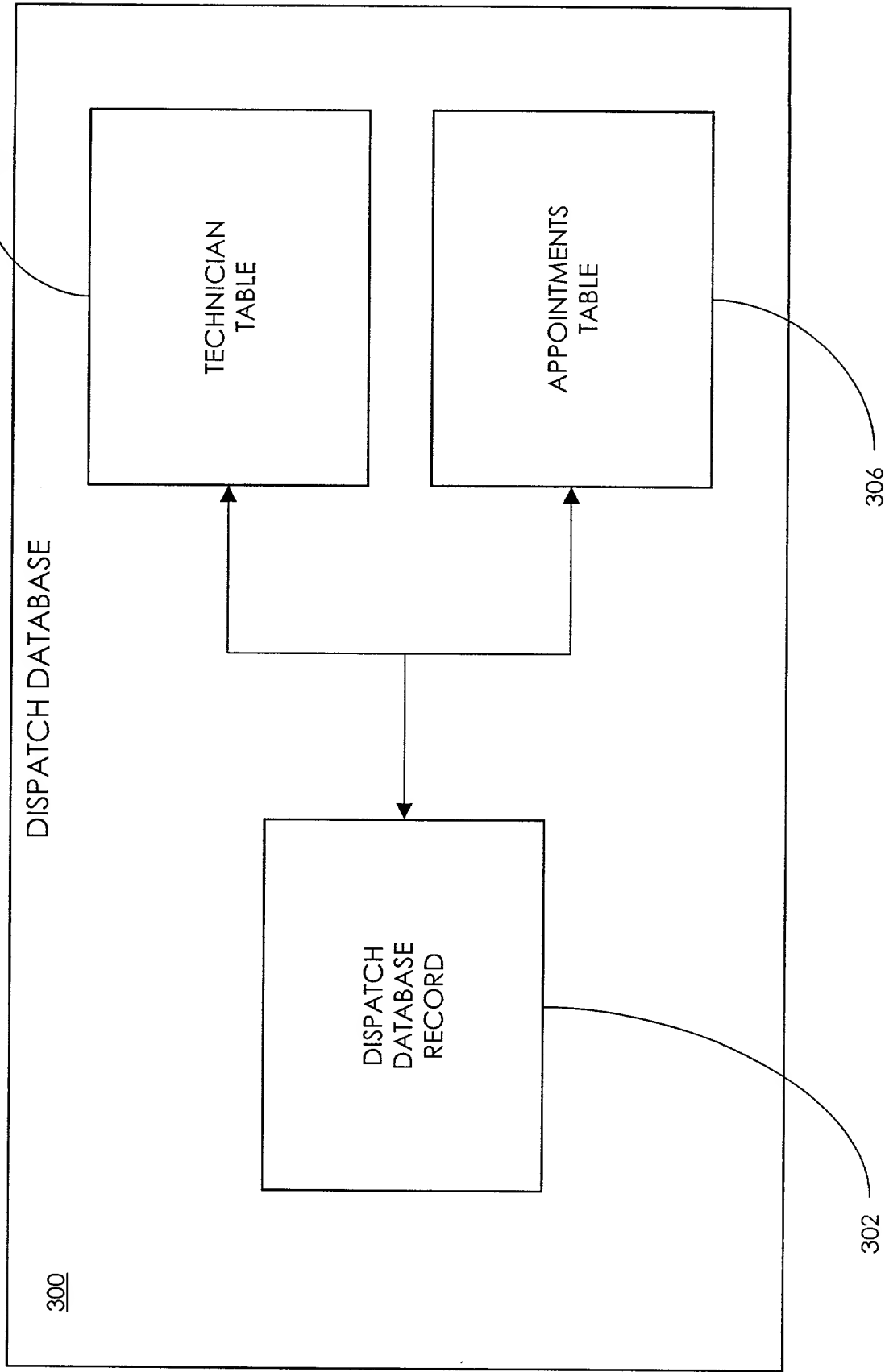


Fig. 3

DISPATCH DATABASE RECORD

402 404

**Schedule for Week of March 5, 2000;
Service Technician No. 1234567**

400

	Monday	Tuesday	Wednesday	Thursday	Friday
7-8					
8-9					
9-10					
10-11					
11-12					
12-1					
1-2					
2-3					
3-4					
4-5					
5-6					
6-7					
7-8					

410

408

406

Fig. 4

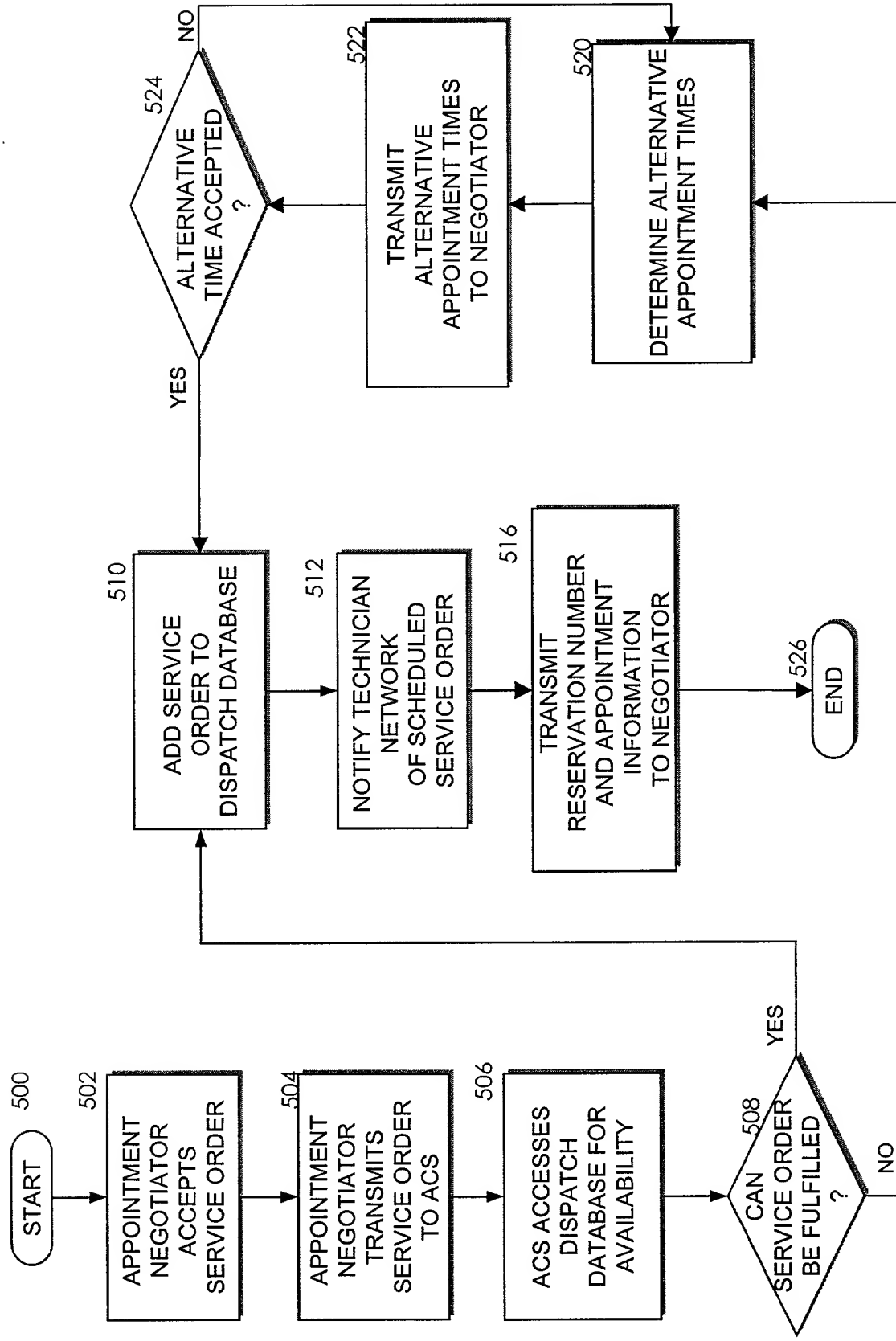


Fig. 5

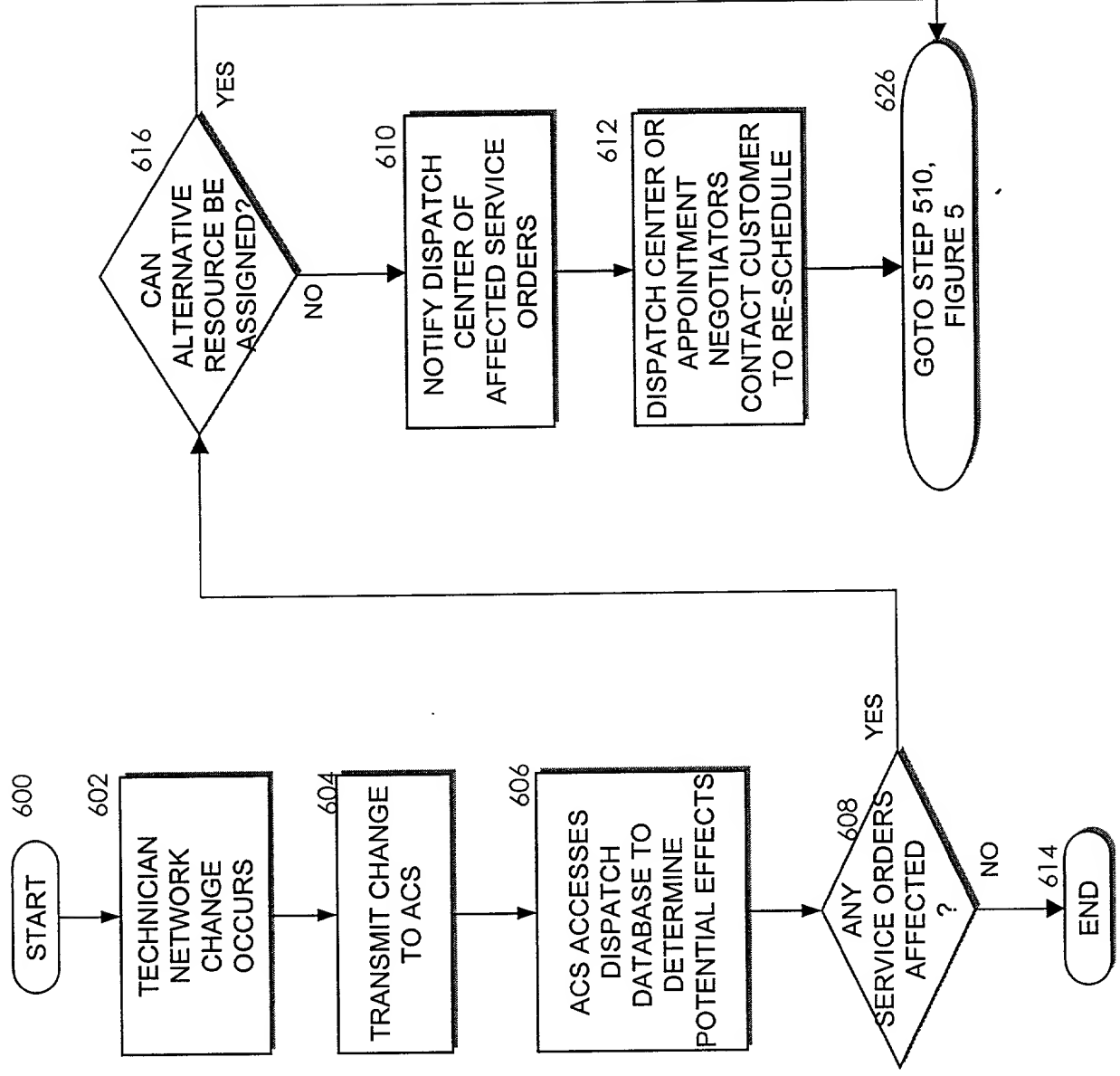


Fig. 6